

ABSTRACT

An agent telephone system for use in a transaction processing system, where the transaction processing system is configured to couple an incoming telephone call with an agent of the agent telephone system and to route the incoming telephone call over one of a plurality of communication networks, where the communication networks utilize differing communication protocols. The agent telephone system includes a microprocessor and a memory operatively coupled to the microprocessor. An agent microphone and agent speaker are included for transmission and reception of audio information, respectively. The agent telephone system includes a conversion device configured to operatively couple the agent microphone and the agent speaker to the microprocessor, and an input multiplexer operatively coupled to the microprocessor, where the microprocessor is configured to control selection of one of a plurality of input lines of the multiplexer. A plurality of network interfaces are configured to operatively couple a selected communication network to the corresponding input line of the multiplexer so as to permit communication between the caller and the agent of the agent telephone system over the selected communication network.